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# SJC Telephone System Upgrade to VoIP

## Avaya Phone Model 9650

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### ***QUICK START GUIDE***

In addition to this Quick Start Guide, a variety of "how-to's" are available at Tech Support Online (<https://techsupport.sanjac.edu>), so feel free to check it out for additional telephone usage instructions not listed here.

Users can also request a copy of the full user manual for their telephone by contacting the Customer Care Office at [ITS.CustomerCare@sjcd.edu](mailto:ITS.CustomerCare@sjcd.edu).

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### ***Phone Overview***

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Please note that, as new features become available, these instructions may change. Updated Quick Start Guides will be made available on the VoIP Project Page (<http://blogs.sanjac.edu/its/voip>) as needed.

#### ***Activating Voicemail***

First time users will be required to activate their voicemail account by completing the following steps:

1. Lift the handset and press the **Message** button. The automated system will immediately state the name of the extension holder.
2. Enter the password (default password is **TEXAS**), followed by the pound "#" key.
3. You will immediately be prompted to change your password. Follow the automated instructions to set up a new password.
4. Next, you may be prompted to set up a personalized greeting. Follow the automated instructions to complete this step.

#### ***Making a Call***

##### **Dialing Manually:**

1. Lift the handset, press the **Speaker** button, or press the **Headset** button (if using a headset)
2. Dial the number you wish to call

##### **Calling From the Directory:**

1. Press the **Phone** button
2. Press the right arrow key to access **Features**
3. Use the Up/Down arrow keys to scroll to **Directory**
4. Press the **OK** button
5. Use the number keys to spell the last name of the person you wish to call
6. Select the **Make a Call** softkey
7. Press the **OK** button

#### ***Answering a Call***

1. Lift the handset to answer an incoming call
2. Press **Speaker** to answer using the speakerphone
3. Press **Headset** to answer using the headset

**If you have multiple lines and are on a call, you can answer an incoming call by following these steps:**

1. Press the **Phone** button
2. Select the line you wish to put on hold
3. Select the **Hold** softkey
4. Press the **Phone** button
5. Use the Up/Down arrow keys to scroll to the incoming caller's line
6. Press the **OK** button

#### ***Setting Up a Conference Call***

To begin a conference call:

1. Call the first attendee
2. Once he/she answers, select the **Conf** softkey
3. Dial the number of the next attendee
4. Select the **Join** softkey

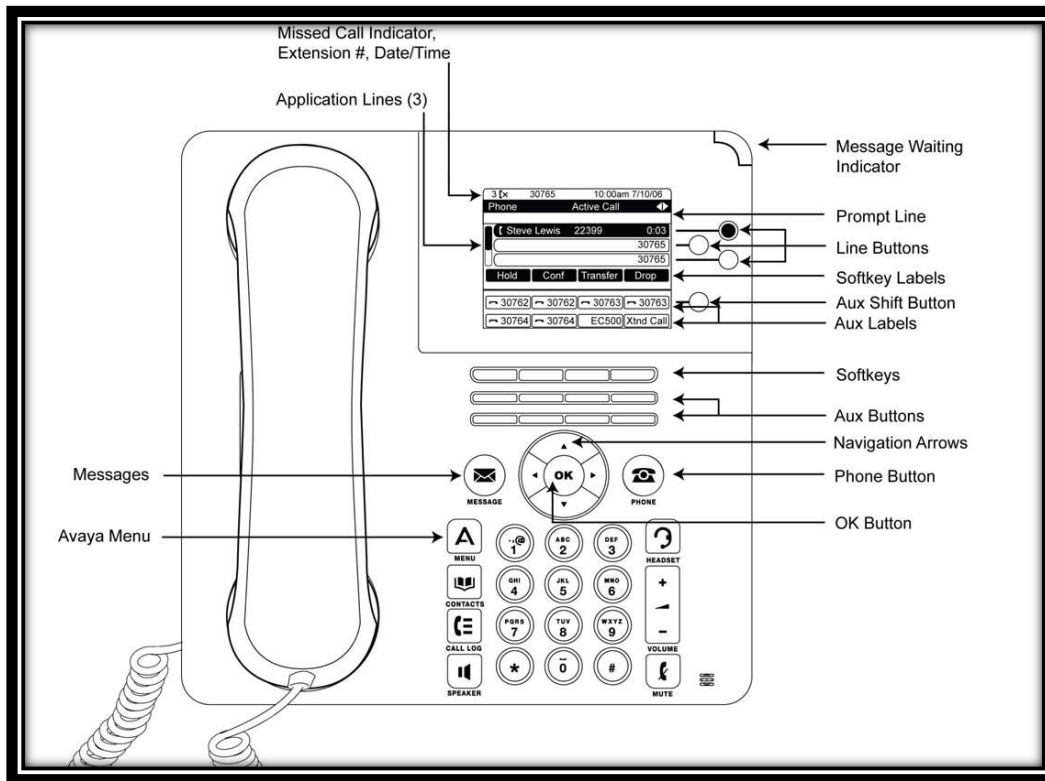
To add additional attendees:

1. Select the **Add** softkey
2. Dial the number of the next attendee
3. Select the **Join** softkey
4. Repeat these steps until all attendees are added

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#### Accessing the Features Menu

1. Press the **Phone** button to access the main screen
2. Press the right arrow key to access **Features**
3. Use the Up/Down arrow keys to scroll through available features
4. Press the **OK** button to select a feature or
5. Press the **Phone** button to return to the main screen

#### Transferring a Call

1. Use the Up/Down arrow keys to select the number you wish to transfer
2. Select the **Transfer** softkey
3. Dial the telephone number
4. Press the **Complete** softkey

#### Forwarding Calls

##### Send All Calls to Voicemail:

1. Press the right arrow key to access **Features**
2. Use the Up/Down arrow keys to scroll to **SendAllCalls**
3. Press the **OK** button to turn this feature on or off

##### Manually Forwarding to an Alternate Number:

1. Press the Call Forwarding AUX button
2. When prompted enter the number to which you want to forward calls
3. After entering the number, wait for the confirmation tone